



## Guidelines for viewings

People should use virtual viewings before visiting properties in person where possible, in order to minimise public health risks. If any member of either the household being viewed, or the household undertaking a viewing is showing symptoms of coronavirus or is self-isolating, then a physical viewing should be delayed. All viewings should take place by appointment and only involve members of a single household.

- We encourage people to do their property searching online wherever possible. Initial viewings should be done virtually wherever this is possible and physical viewings should only be conducted where buyers are seriously considering making an offer on a property.
- To support this, agents may ask home occupiers to conduct virtual viewings. This will help reduce the number of properties people need to visit before finding their future home.
  - Preparation, cleaning all doors and surfaces
  - Staff will be wearing PPE
- Viewings should be conducted by appointment only and no open house viewings should take place.
- All viewers will need to sign a health declaration form for your safety
- No multiple or back to back viewings
- Viewings will be no longer than 20 minutes
  - If your property is being viewed, the owner or agent prior should open all the internal doors prior to the viewing and endeavor to also open external doors to allow for air-flow. Access to handwashing facilities and ideally separate towels/paper towels

- As most people choose to do, we encourage that you vacate your property whilst viewings are taking place in order to minimise your contact with those not in your household.
- When viewing a property, all parties should wash their hands and avoid touching surfaces where possible. Agents will ask you to restrict the number of people who accompany you on a viewing so that social distancing can be practised, and only those in your immediate household should be there.
- We expect agents to accompany clients on a viewing but follow social distancing rules wherever possible. Where viewings are unaccompanied, agents should make sure viewers and homeowners understand how they should conduct themselves. Maximum of two people in the household at any time
- Once the viewing has taken place, the homeowner should ensure surfaces, such as door handles, are cleaned with standard household cleaning products and towels disposed of safely or washed as appropriate.

All are asked to follow government guidelines regarding handwashing and social distancing

<https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak#advice-to-industry>